



Missouri Department of Revenue

Version: 07/2022 – Fiscal Year 2023



ASPIRATION

To provide *every* customer the best experience *every* time.

THEMES

Embed Transformational Purpose

Encourage team members to take personal ownership of our vision and understand how they support its delivery.



Integrity

Focus on Service Culture

With every action, demonstrate our passion for serving Missouri's citizens, businesses and communities.



Service

Team Member Recognition and Engagement

Foster a positive, engaging work environment for all team members while ensuring those who deliver at the highest levels and uphold our values are recognized for their efforts



Respect

Partnerships

Establish partnerships with public and private entities to provide expanded services and resources to Missouri citizens, businesses, and communities.



Community

IT Roadmap

Develop an IT strategy that facilitates continued modernization and improves the overall customer experience.



INITIATIVES

Talent Acquisition & Retention:

Focus on long-term human resources planning and recruiting appropriate candidates for positions within the Department.

License Office Training:

Improve License Offices transactional accuracy and reduce internal staff workload by developing License Office training videos for Motor Vehicle and Driver License transactions.

Legislative Review:

Complete a review of Motor Vehicle and Driver License rules and statutes and make recommended changes to allow for the most efficient implementation of the upcoming integrated MVDL system.

Enhance Customer Experience:

Focus on Improvements the Taxation Division can make to our processes that reduce the burden on our customers to comply and provide easier submission methods.

MVDL Promotions:

Promote REAL ID, Mobile ID, and Electronic Notifications through various media channels and License Offices.

FCB Audit/Education Strategy:

Focus on ensuring each business industry operating in the State of Missouri has the information necessary to collect the correct amount of sales and use tax.

Administrative Alcohol Hearings:

Make improvements to the administrative alcohol hearings processes.

DOR Leadership Essentials and Applications Program (LEAP):

Develop and implement an advanced leadership program for department leaders.

Create an Associate Auditor Pilot Program:

Develop a pilot program to establish an associate auditor classification.

Taxation Workforce Planning:

Develop and implement a formal workforce planning document, which establishes competencies for every position in Taxation. Routinely recognize those team members that make significant contributions to their work group or the Department.

Annual License Office Meetings:

Conduct annual license office meetings to improve communication, offer training, and receive feedback from License Offices.

License Offices Contract Renewal Process:

Develop a streamlined and systematic approach to track and report on license office contract renewals.

Electronic Payroll Transaction Change Process:

Develop and implement an electronic process for Payroll Transaction Changes (PTC).

Implement Remote Seller Provisions:

Ensure all required provisions in SB153 are implemented and available for businesses required to file returns and pay tax on Missouri sales.

MVDL Modernization:

Recognize and onboard awarded vendor and identify system infrastructure needs.

Missouri Online Renewal Exchange (MORE)/Remote Driver License Updates:

Allow license offices to process online transactions.

Revenue Premier Enhancements:

Make improvements to Revenue Premier to improve efficiency.



Missouri

Department of Revenue



MEASURES

By June 30, 2023 identify staffing needs of the Department and increase the pool of qualified applicants.

By June 30, 2023, release five training videos to improve the accuracy of transactions processed by the License Offices.

By January 1, 2023, identify potential legislative changes and by July 23, 2023, amend administrative rules as necessary.

Improve processes and customer experience resulting in a reduction of phone calls and correspondence.

By June 30, 2023, regularly promote REAL ID, Mobile ID, and Electronic Notifications features and report out on participation of each.

By June 30, 2023, evaluate the effectiveness of the transition. Have increased voluntary compliance, have staff become more efficient in their job duties, and are our customers more satisfied with the audit process.

Complete changes to the administrative subpoena, implement changes to 12 CSR 10-24.030 for Administrative Hearings, and draft a legislative proposal to amend §302.530, RSMo.

By June 30, 2023, develop, implement, and complete first cohort of the advanced leadership program.

By July 31, 2023, complete the pilot and evaluate the effectiveness of the program and determine if the Division should hire additional staff at the same classification.

By December 31, 2022, ensure each Bureau has a fully developed workforce plan and has begun using the plan for further development of team members.

By June 30, 2023, hold the first annual license office meeting and evaluate program improvement opportunities for future meetings.

By June 30, 2023, utilize the data to develop a dashboard to track license office contract lifecycles.

By June 30, 2023, initiate and prioritize the Electronic Payroll Transaction Change project.

Complete the implementation plan to comply with SB153 by June 30, 2023.

By June 30, 2023 onboard awarded vendor and report system infrastructure needs.

To allow license offices to process online transactions by June 30, 2023.

Improve the functionality and efficiency of Revenue Premier by June 30, 2023.